

CLASSIFICATION TITLE- SUB-TITLE

Licensing/Certification Specialist

POSITION SUMMARY

Under the supervision of the regional licensing chief, Bureau of Early Care Regulation, evaluate, license and monitor assigned child care programs (family child care, group child care, day camps) to determine compliance with regulations established by the Department of Children and Families (DCF) in order to protect and promote the health, safety and welfare of the children being served. Recommends and participates in taking enforcement actions. Investigate complaints against illegally operating programs and licensed programs as assigned. Provide technical assistance to individuals or groups involved in child care programs.

TIME % GOALS AND WORKER ACTIVITIES

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| 40% | <p>A. Evaluation/study of assigned programs for purposes of determining whether they qualify for initial or continued licensure.</p> <ul style="list-style-type: none">A1. Review/evaluate application materials for completeness and compliance with applicable regulations.A2. Visit the site of the child care center and, using established procedures and professional judgment, determine the level of compliance with all administrative, operational and physical plant requirements.A3. Verify and document the correction of all previously cited non-compliances or areas of the rules that must be in compliance before an initial license is issued.A4. Prepare accurate documentation of findings.A5. Conduct an exit conference to inform the applicant/licensee of results of the initial licensing study/monitoring visit, and discuss plans of correction.A6. Use established procedures to process exception requests.A7. Ensure that all aspects of the Caregiver Background Law are met, including obtaining and reviewing necessary background checks and supporting information.A8. Provide information or documentation to the PA regarding any conditions or limitations to be placed on a license.A9. Complete licensure process, file information and update electronic and paper files according to established procedures.A10. Conduct self on the job as a professional in manner, attitude, and appearance.A11. Develop and maintain effective working relationships including interpersonal communications with co-workers, facility staff, other government agencies, other stakeholders and the general public. |
| 35% | <p>B. Monitoring of assigned child care programs.</p> <ul style="list-style-type: none">B1. Conduct complex on-site monitoring inspections of licensed programs to ensure compliance with state regulations and statutes using an iPad and applications.B2. When non-compliance is identified, cite violations consistent with Chapter 48, the administrative rules and the bureau's policies.B3. Determine, through site visits, phone calls or correspondence, that non-compliances cited at the time of monitoring inspections have been corrected according to established deadlines.B4. Prepare documentation of uncorrected non-compliances.B5. Prepare material, in co-operation with regional licensing chief/licensing supervisor and other appropriate departmental personnel, for enforcement action if compliance |

cannot be obtained or the health, safety or welfare of children is at risk.

- B6. Visit licensed centers as often as conditions require and according to bureau procedures, to ensure continuing compliance with applicable regulations, statutes and conditions of licensure.
- B7. Provide technical assistance/advice to licensed centers and promote standards of practice adding value to the regulatory process to advance quality of care of children served by licensees.
- B8. Inform center administration verbally of, and confirm in writing, any non-compliance noted during the monitoring inspection and establish what action must be taken to correct them within an accepted time frame.
- B9. Write objective and accurate reports of monitoring results.
- B10. Arrange/conduct a rule review with center staff to explain/interpret rule and compliance status when need is indicated.
- B11. Maintain up to date files.
- B12. Perform all aspects of the monitoring process using the mobile checklist application and WISCCRS according to established procedures.

- 20% C. Investigation of complaints against licensed and unlicensed programs, in order to determine violation of Wisconsin Statutes, Administrative Code and terms of licensure.
- C1. Determine whether the alleged complaint constitutes a possible violation of licensing regulations.
 - C2. Secure detailed information from the complainant about allegations.
 - C3. Complete intake form for complaint.
 - C4. Review allegations and recommend involvement of other state/county/law enforcement staff, as indicated, to investigate the situation properly.
 - C5. When indicated, make site visit to obtain additional information.
 - C6. Review facts, substantiating information, and using knowledge of statutes and regulations, determine whether the statute and/or regulations have been violated.
 - C7. Write objective and accurate complaint findings.
 - C8. Inform interested parties verbally and in writing of the results of the complaint investigation and what action, if the complaint has been verified, must be taken to rectify the situation.
 - C9. Conduct follow-up site visits when warranted to insure that areas of non-compliance have been corrected.
 - C10. Recommend appropriate enforcement action through established channels to resolve continuing non-compliance situations.
 - C11. Make site visits to unlicensed facilities in order to determine whether licensure is required. Submit report to regional licensing chief for assessment if necessary.
 - C12. Inform operator of alleged illegally operating child care program and other interested parties, verbally and in writing, of the results of the investigation and any required action (cease operation/apply for license) on the part of the operator.
 - C13. Provide operator with written information (if licensure is required) regarding the needs for licensure, including copy of appropriate rules and statutory references.
 - C14. Refer any proposed enforcement action, through regional licensing chief, to appropriate departmental personnel for review and counsel prior to initiation of such action.

5%

D. Completion of Miscellaneous Activities/Assignments.

- D1. Provide technical assistance, verbal information and written materials to persons inquiring about licensure and to person(s) already operating licensed programs.
- D2. Refer inquirer/applicant/operator to other regional or central office program specialists for advice concerning the need for a facility/program, planning a service which meets that need or improving level of service beyond that required for licensure.
- D3. Participate in revision/updating of regulatory code/procedures/techniques/forms and related matters.
- D4. Work with attorneys in Office of Legal Counsel and testify as expert witness at hearings regarding enforcement actions as required.
- D5. Answer questions from regional/county staff and the interested public regarding program concepts/regulations and compliance status of specific licensed centers.
- D6. Provide technical assistance and respond to questions from regional/county staff, providers, interested public, other stakeholders regarding regulations and compliance status of specific licensed centers.
- D7. Inform other appropriate regional staff regarding problems experienced with contracted/operated programs.
- D8. Participate in training programs to develop knowledge/skill in carrying out assigned tasks.
- D9. Participate in activities sponsored by service providers to provide visibility to licensed programs and to promote improvement of service delivery systems.
- D10. Participate in scheduled staff meetings.
- D11. Serve on statewide work groups as assigned.
- D12. Review, investigate and make recommendations to the supervisor for CCAP/CPS/FBI findings matches pushed over for resolution and assigned.
- D13. Accept/implement other duties as assigned.

KNOWLEDGE AND SKILLS

Good written and oral communication skills.

Knowledge of Wisconsin licensing statutes covering family and group child care and day camps.

Knowledge of administrative codes and standards covering family and group child care and day camps.

Knowledge of early care and education principles

Knowledge of early care and education system in Wisconsin.

Knowledge of child care licensing monitoring processes.

Knowledge of investigative techniques and principles.

Knowledge of consultation and technical assistance methods and techniques

Knowledge of Wisconsin human service systems and programs.

Ability to organize, summarize and evaluate data for the purpose of drawing conclusions and making recommendations useful for program planning and achievement of successful outcomes.

Ability to conduct individual and group interviews.

Ability to establish and meet deadlines.

Effective interpersonal and team leadership skills.

Conduct self on the job as a professional in manner, attitude and appearance.

Must be skillfully independent, ability to establish work priorities and manage work time with minimal supervision.

Ability to use a computer and a mobile device to complete daily tasks.

Knowledge of Microsoft Office programs, web based programs, iPad applications and the Internet.

Ability to work with diverse populations

Ability to travel on a weekly basis.

Ability to attend occasional overnight conferences.

Possession of, or eligibility to obtain, a valid Wisconsin driver's license and the ability to meet DOA Fleet standards.

Ability to work varying shifts including occasional nights and/or weekends.

Physical Requirements:

This position's responsibilities include conducting home/facility visits, which requires the ability to navigate a variety of residences/locations, including walking up and down stairs, and navigating narrow hallways.

The requirements of this position require the ability to stoop, bend, reach, kneel, squat, and to lift and carry a mobile device and other work related materials.